



STATE OF UTAH
DEPARTMENT OF TECHNOLOGY SERVICES

2008 Annual Technology Report



J. Stephen Fletcher, Chief Information Officer



**State of Utah
Department of Technology Services
Office of the Chief Information Officer**

6000 State Office Building
Salt Lake City, Utah 84114

November 1, 2008
Copyright © State of Utah
All Rights Reserved

Table of Contents

Executive Summary ...	3
Department of Technology Services – Overview ...	5
Performance and Statistics ...	9
Internal Service Fund Rate Comparisons ...	9
Utah.gov visits ...	10
Adoption Rates for Online Services ...	10
Balanced Scorecard ...	11
Fiscal Year 2008 Accomplishments ...	13
Enterprise Level ...	13
Agency Level ...	15
Fiscal Year 2009 Initiatives ...	27
Enterprise Level ...	27
Agency Level ...	30
Emerging Issues ...	39
Financials ...	42
Awards ...	43



State of Utah
JON M. HUNTSMAN, JR.
Governor

GARY R. HERBERT
Lieutenant Governor

Utah Department of Technology Services

J. Stephen Fletcher
Chief Information Officer

November 1, 2008

To the Honorable Jon M. Huntsman, Jr., Governor,
Members of the Utah State Legislature,
Citizens of the State of Utah:

In accordance with Section 63F-1-201 of the Utah Code Annotated, I am pleased to submit the Fiscal Year 2008 annual report for the Utah Department of Technology Services.

The Utah Department of Technology Services (DTS) achieved several accomplishments in fiscal year 2008, some of which are highlighted below.

DTS created service level agreements (SLAs) which establish clearly defined and agreed-upon IT services from DTS to state agencies and provide a clear relationship between IT costs and services, enabling agencies to make better business decisions and ensuring alignment with service-level priorities. Metrics captured within SLAs feed the Balanced Scorecard.

DTS completed a new gigabit Ethernet infrastructure, which is the core data network between the main state office buildings, to replace SONET (synchronous optical networking) ring, a major bandwidth enhancement for network traffic with little cost increase to the State. This increases the network's speed by 6.5 times (from 155.52 Mbps to 1,000 Mbps).

DTS implemented the employee gateway, a web site that allows employees to access all personal information that is contained in the different systems such as HR, payroll, PEHP, and URS and allows them to view health claims history, 401k information and a complete employee and benefits profile.

To protect critical information, particularly confidential information of citizens and businesses, DTS conducted a statewide security assessment of 22 agencies and 1800 servers, implemented corrective action plan to address vulnerabilities, and provided security awareness training to 96% of employees.

To increase citizen participation in state and local government, DTS created the Utah Public Meeting Notices web site (utah.gov/pmn) where citizens can access meeting times, locations, and agendas for state and local governments. With an estimated 2,000+ public bodies statewide, this web site is the only one of its kind in the nation.

DTS expanded Utah.gov to include more than 830 online services, up from approximately 700 online services at the beginning of the fiscal year and double the amount from four years ago. Enabling businesses and citizens to access government services online on a 24/7 basis allows implementation of Governor Huntsman's Working 4 Utah initiative, a program in which most state employees work four ten-hour days, which reduces state energy costs.

DTS works with the agencies it serves to ensure that Utah continues to deliver innovative and cost-effective solutions to its citizens. In recognition of these efforts, the State received several IT awards, including the following:

- Utah ranked first in the 2008 [Digital States Survey](#) by the Center for Digital Government
- Utah was one of five states to receive an "A" in technology from the Pew Center on the States' 2008 Government Performance Project.
- Utah.gov received the 2008 [Government Standard of Excellence](#) award for outstanding achievement in website development by the Web Marketing Association

DTS is committed to continuing a history of leadership and success in information technology and to developing world-class IT services for its customers at the best cost and value.

Sincerely,



J. Stephen Fletcher
Chief Information Officer
State of Utah

Department of Technology Services – Overview

The Department of Technology Services (DTS) was officially established by Governor Jon M. Huntsman, Jr. and the Utah Legislature with the passage of the Utah Technology Governance Act (HB 109) in 2005, leading to a major restructuring of state government information technology services. State leaders determined that operational efficiencies and improved business performance could be achieved through the establishment of enterprise authority and governance over all IT activities.

Since the passage of HB 109, under the State's Chief Information Officer (CIO), DTS has embarked on an unprecedented transition to optimize all IT resources and services for the state of Utah in one department to improve accountability, reduce costs, increase services to taxpayers, and more closely align IT with the business needs of the state of Utah. Prior to the creation of DTS, most state IT functions were handled independently at the agency level.

IT Directors

On March 8, 2006, all agency-based IT employees were transferred to DTS, but IT staff did not physically move out of the agencies. Each agency has an IT service director that reports to the CIO while maintaining a strong dotted line relationship to the executive of the agency they support. The IT director is the foundational connection between DTS and the executive branch and is responsible for

- Directing all technology services provided by DTS to an assigned agency.
- Manage service level agreements (SLAs) to ensure that agency expectations are met.
- Advocating for agencies by ensuring the service and support needs of the agency are clearly articulated, understood, and communicated to DTS agency and enterprise staff.
- Overseeing DTS solutions and services to fully meet agency requirements and expectations.
- Communicating DTS' strategies, plans, and priorities to Agency Executives on an ongoing basis.

The key objectives of the IT director function are to (1) keep the objectives of the Agency and DTS in close alignment; and (2) support the development and implementation of solutions that offer optimal benefit to the assigned Agency.

The director should play an executive role in supporting their assigned-Agency strategic and business objectives. By doing so, the director can better assist DTS in ensuring its own strategies, priorities, and full suite of services aligns to the strategic priorities of Executive Branch Agencies. Only by maintaining high levels of awareness of both organizations through the Director function will DTS succeed in meeting its obligations to the Agencies.

Internal Service Funds and Rates

In July 2006, an internal service fund was established through which DTS charges rates to state agencies based on service demands. Enterprise rates combine services that were previously provided separately in the enterprise and agency-specific areas, enabling DTS to efficiently align resources to the business needs of state agencies.

DTS service rates are reviewed and approved on an annual basis in advance of the fiscal year to assist agencies and GOPB in the annual budget recommendation to the Legislature. Through its prescribed rate process, DTS develops rates that more accurately reflect actual costs.

Service Level Agreement

A Service Level Agreement (SLA), a standard in IT service management (private and public), establishes clearly defined and agreed-upon IT services to customers. SLAs ensure that DTS and the customer agency have a common understanding of the levels of service required in the key areas of IT service. SLAs are designed to be easily understood by all parties to ensure ongoing discussion, evaluation, and improvement. These agreements provide a clear relationship between IT costs and services, enabling agencies to make better business decisions and ensuring alignment with service-level priorities.

Activities

DTS is engaged in a wide range of IT endeavors and supports the following:

- Over 25,000 network connected devices
- Over 1,000,000 emails daily
- Over 1,800 servers
- More than 23,000 desktops
- More than 830 online services
- More than 890 business applications
- Over 26,000 telephones
- 64 microwave towers
- Over 2,800 mobile radios
- 11,700 service requests per month
- 24/7 continuity of operations for state, local and education entities at the Richfield Data Center
- Security against more than 1,000,000 attempted IT intrusions daily

OUR MISSION

Bringing value and innovation to Utah through service and technology

WE VALUE -

Responsiveness – Business Value – Efficiency – Accountability – Integrity

OUR VISION: TO BE VALUED BY -

Our Customers and Their Constituents –

As an open, trusted partner who listens, is competent, and provides responsive, high-value services that Improve business operations.

Our Staff –

As offering an exciting and challenging work environment, where performance is rewarded, and each individual can achieve their full potential through teamwork, collaboration, respect, and learning.

State Executive and Legislative Leaders –

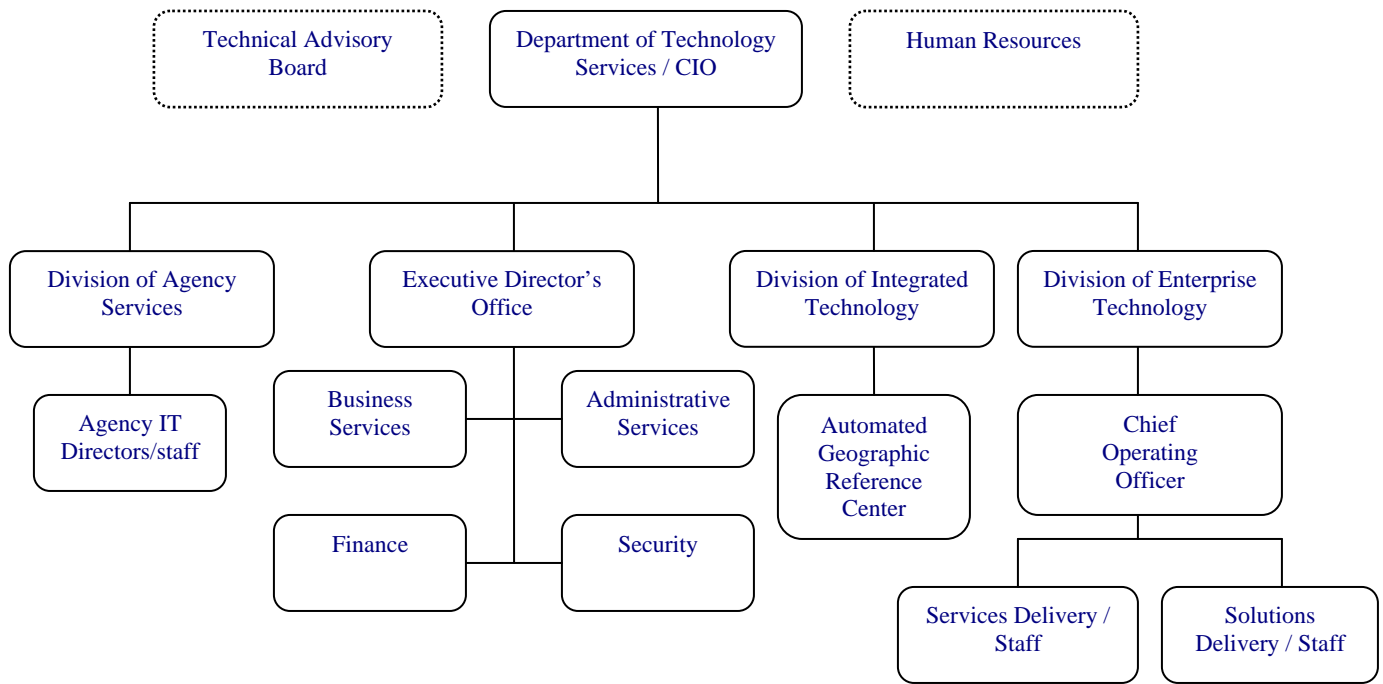
As a responsive, efficient, and customer-focused organization that utilizes appropriate levels of technology and performance measures in serving the needs of the State of Utah.

External Stakeholders, including All Levels and Branches of Government, Citizens, and the Businesses Community –

As a partner in streamlining government operations, which will contribute to making the State of Utah a model for efficient and effective government.

Organization Chart

The Utah Department of Technology Services is organized to address functions identified in state statute: agency services, integrated technology, and enterprise technology. DTS has incorporated these areas into one organization to provide services to state agencies.



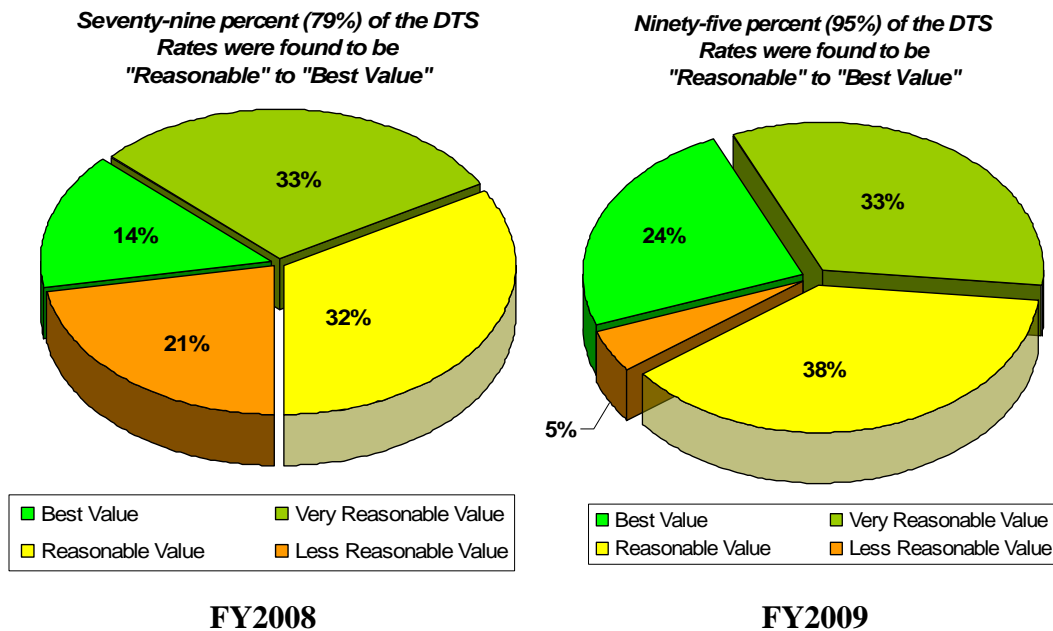
Performance and Statistics

Internal Service Fund Rate Market Comparisons

Relative to rates charged by other technology organizations, DTS rates improved as shown in the following charts. In FY2008, 79% of DTS rates were found to be of best value, very reasonable or reasonable value. In FY2009, the percentage increased to 95% with the largest increase occurring in the “best value” category.

The comparison was conducted by SAIC at the request of DTS to comply with legislative mandates that DTS conduct periodic market analysis of its internal service fund rates. SAIC compared DTS rates for network and desktop computing, storage, database hosting, server management, data center rack space, project management, application development, consulting, web development, and other services. SAIC’s benchmarks include state government technology organizations in seventeen other states as well as commercial rate data.

Prior to optimization, such a comprehensive analysis had not been conducted. Not only does the analysis demonstrate that optimization is having a positive impact on DTS rates relative to the market, the study itself is a result of optimization.

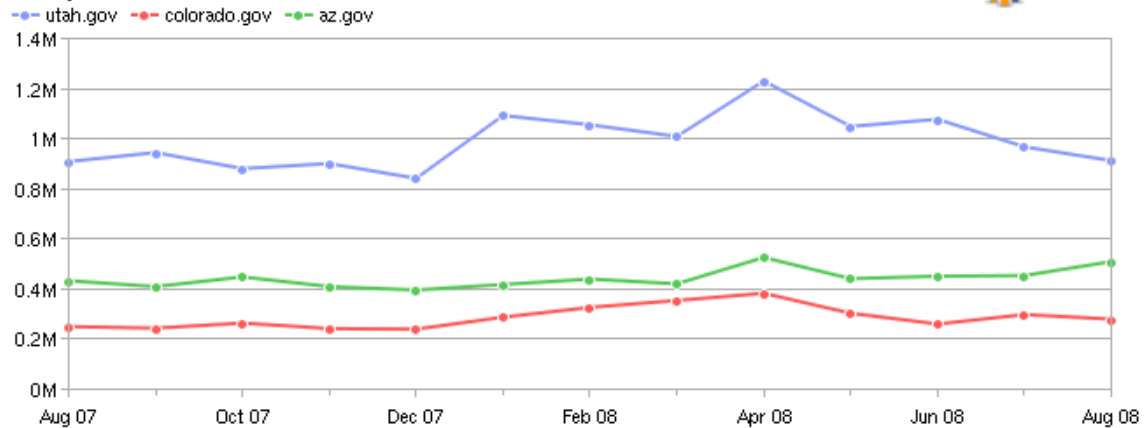


Visits to Utah.gov

With over 830 government services available at Utah.gov, individuals have been visiting the state's website at the rate of about 1 million per month. This year was the first time Utah.gov exceeded more than one million visits in one month, and Utah.gov surpassed one million visits six times this year.

Even though Utah's population is much lower than Colorado's or Arizona's, Utah.gov receives more than twice as many visits as Colorado.gov and three to four times as many visits than Az.gov.

Unique Visitors



Adoption Rates for Online Services

Citizens and businesses have been able to access Utah government services for several years, including such services as payment of taxes, driver's license renewal, and car registration renewal. An excellent example of the popularity of online government services is the Department of Commerce. The following charts show the increasing popularity of online government services in recent years.

Service	2003	2004	2005	2006	2007	2008
OneStop Business Registration	N/A	15.2%	19.3%	21.5%	24.6%	34.1%
Certificates of Existence	69.0%	76.0%	85.0%	92.2%	94.7%	94.4%
Annual Business Renewal	12.2%	20.1%	21.2%	27.6%	76.1%	87.1%
Uniform Commercial Code -1	30.1%	43.5%	58.3%	57.3%	57.3%	64.2%
Uniform Commercial Code -2	N/A	35.9%	58.9%	90.0%	84.9%	88.5%
UCC -3 Terminations/Continuations	N/A	22.7%	51.5%	52.3%	60.6%	81.1%
All Online Services	18.0%	25.0%	30.0%	35.0%	64.0%	77.0%

Balanced Scorecard

In fiscal year 2008, DTS determined the metrics for the Balanced Scorecard program which will be implemented in fiscal year 2009. The Balanced Scorecard is more than a performance measurement system. It is an ongoing analysis that helps organizations stay aligned to strategic objectives. The program helps DTS in meeting its charge of operational excellence and accountability via the framework defined by the Legislature and the Governor's office.

The department's goals for FY2009 are as follows:

Green IT - Decrease energy utilization of servers and PCs by 20% while also reducing the costs associated with state data centers.

eGovernment - Continue to improve interoperability between currently siloed services and systems while increasing the effectiveness of web-based interaction between government and citizens.

Infrastructure Optimization - Continue to expand network bandwidth available to customers to facilitate agency demand, increase operational efficiencies, and support the implementation of new technologies and applications.

Security - Reduce network and systems vulnerabilities while implementing a statewide security framework, including encouraging employees to understand responsibilities.

Enterprise Optimization - Continue to improve enterprise opportunities to facilitate inter-agency sharing of information, enterprise purchasing through economies of scale, and operational efficiencies.

The chart on the following page summarizes the Balanced Scorecard metrics for fiscal year 2009.

Department of Technology Services Balanced Scorecard

Key Indicators	Target	Frequency	Metric Definition
Infrastructure Optimization: Strive for operational excellence that includes streamlining organizational processes			
Customer satisfaction with DTS	4.20	monthly	Ongoing Help Desk customer satisfaction metrics (surveys are sent to all customers upon submission of Help Desk ticket).
Infrastructure Uptime	90%	monthly	Number of days with no infrastructure outages. Products include: Network, Wireless, Voice Telephony Network, Email System, PDAs, Security, Data Center, Remedy, Key Applications.
DTS Productivity	55%	quarterly	DTS activities are defined as <i>discretionary</i> (new application, new services, etc.) and <i>non-discretionary</i> (break-fixes, maintenance, etc.) use of resources. The current target for this metric is 55% non-discretionary use of DTS resources. Ultimately, the target will be 40%.
Enterprise Optimization: Provide service our customers expect with innovation and value			
Service Level Agreements (SLAs): Application Availability target achieved	99%	monthly	IT Directors report the availability of key agency business applications.
SLAs: Total Time to Resolution target achieved	75%	monthly	Reported through Remedy - Identifies the average time to resolve customer's issue.
SLAs: Time to Initial Response target achieved	75%	monthly	Reported through Remedy - Identifies the average time to respond to customer's need.
SLAs: First Contact Resolution target achieved	75%	monthly	Reported through Remedy - Identifies percentage of customer's issues that are resolved with first point of contact.
DTS Interaction with Agency Business Leaders	100%	monthly	IT Directors meet with Agency Business Leaders monthly.
Procurement - Number of Days to Process Customer Order	4.00	monthly	Reported through Remedy - Based on medians days from Purchase Request date to Order Submitted to Vendor Date
Projects on-time	100%	monthly	Activities within projects are on time: 358 of Total 383 Projects
Projects within budget	100%	monthly	Activities within projects are within budget: 373 of Total 383 Projects
Financial: Achieve financial targets			
DTS Revenue targets achieved	100%	monthly	Revenue is within 3% of target (above 100% = over-budget, below 100% = under budget) This figure ties directly to DTS Rates
DTS Cost targets achieved	100%	monthly	Cost is within 3% of target (above 100% = over-budget, below 100% = under budget)
eGov			
Number of Online Services	850	quarterly	Number of services that all Agencies provide online
Security Enhancements			
Security Vulnerabilities Resolved	100%	monthly	Number of Security Vulnerabilities that are identified and resolved; Number of Vulnerabilities: 1155 Number of Resolved Vulnerabilities: 286
Number of Security Awareness Trainings Completed	95%	monthly	Percentage of State employees who have completed Security Awareness Training. Annual target is 95% (November - October)

The SLA metrics indicate the impact of the Working 4 Utah initiative on DTS Customers. DTS is currently working on another metric, Utilization of Online Services, that will also indicate the impact on customers.

Fiscal Year 2008 Accomplishments

DTS operates at an enterprise level and also at the agency level with both level cooperating on numerous projects and initiatives. Each state agency has an IT director that is responsible for that agency's IT needs.

Enterprise Level Accomplishments

Utah.gov

DTS achieved its goal of reaching more than 1,000,000 visitors to Utah.gov in a single month. In FY2008, this goal was reached six times.

Purchasing

Standardized PC and laptop purchasing through Western States Contracting Alliance (WSCA) reduced costs and increased choices. Prior to standardization, agencies bought various different configurations at prices that weren't necessarily the lowest possible. After standardization, agencies purchase standard configurations at lower price. Additionally, agencies have choice between two vendors instead of just one.

Infrastructure

- Implementation of new gigabit Ethernet infrastructure, which is the core data network between the main state office buildings, replaces SONET (synchronous optical networking) ring, a major bandwidth enhancement for network traffic with little cost increase to the State. This increases the network's speed by 6.5 times (from 155.52 Mbps to 1,000 Mbps).
- Production environment was completed for Websphere environment with regard to the DHS USTEPS application.
- Department of Agriculture main systems moved from the Agriculture computer room to the Salt Lake Data Center. This effort increases the security and the operational support for the main agency systems.
- DCC and GOED web hosted system are now operational in the SLC data center and moved from their location at DCC.
- WAN access was improved at DFI by replacing building to building wireless WAN connection with faster more reliable fiber connection. New connection infrastructure provides much improved access to data and services utilized by the agency.
- Payment Card Industry (PCI) compliance test was successfully completed. This major compliance completed this phase of a major security compliance effort which spans many months of effort by several key security and operational teams.

- DTS introduced the Enterprise Infrastructure Initiative which brought all infrastructure support staff (366 people) into a single organization throughout the enterprise to support desktops, networks, servers, and security. This initiative will allow DTS to utilize resources across the enterprise, deploying them in the most efficient manner. It will produce reduction in travel as technical staff located around the state will combine to support state agencies across the state.
- Richfield Data Center achieved 60% utilization rate, up from 30% in eighteen months.
- All DTS staff now uses Remedy for incident management. This effort has been a major effort in tying the various agency units together in a single reporting system. This effort will assist in the SLA and performance management effort. Using Remedy as our sole reporting tool will assist reviewing workloads and helping to formulate at least some aspect of resource allocation.
- DTS staff now covers multiple agencies in the rural areas of the state. DNR, TAX, UDFA, DPS, DABC, and DOH offices have decreased IT-related travel and have improved response times.

Security

Vulnerability Assessment

DTS conducted a robust security assessment of all twenty-three state agencies within the executive branch. Specific goals and objectives included

- Determining the current state of information security protection
- Defining possible actions to reduce risk;
- Estimating the complexity, cost, and effort to eliminate vulnerabilities.

The assessment focused on discovering, analyzing, and assessing the technical and business risks that could affect the confidentiality, integrity, and availability of information processed by the State. Major outcomes of the assessment included cataloging and classifying 818 major applications, reviewing 23 data centers, conducting 30 business risk interviews and identifying 6462 detailed findings. Using the findings report, DTS is developing an enterprise-wide effort to strengthen the state's information security posture.

Security Awareness

Government services are increasingly becoming targets for malicious attacks (second only to financial institutions nationwide) because of the amount of sensitive information government organizations possess. The state currently withstands over 1,000,000 malicious attacks to its systems daily. DTS developed and delivered a focused information security awareness-training program to all employees and contractors within the executive branch

during 2008. The completion rate for the program was 95.5% (full participation accounting for employee turnover).

Agency Accomplishments

DTS is responsible for the IT requirements of state agencies as outlined below:

Agencies Served by DTS

- *Government operations:* Departments of Administrative Services, Human Resource Management, Governor's Office, Governor's Office of Economic Development
- *Social services:* Departments of Community and Culture, Health, Human Services, Workforce Services.
- *Public services:* Automated Geographic Reference Center, Commission on Criminal and Juvenile Justice, National Guard, and the Departments of Corrections, Public Safety, Transportation
- *Regulatory services:* Labor Commission, Public Service Commission, Tax Commission, and Departments of Agriculture and Food, Alcoholic Beverage Control, Commerce, Environmental Quality, Financial Institutions, Insurance, Natural Resources,

In many cases, these agencies have common needs, but usually the business requirements are quite divergent. Below is a list of accomplishments which were common to more than one agency:

Payment Card Industry Compliance

To access many state services, citizens and businesses must provide confidential information, including credit card information. The payment card industry (PCI) has established security standards to protect credit card users from fraud and theft.

During FY2008, the following state agencies achieved PCI compliance.

Agencies Achieving PCI Compliance in FY2008

- Alcoholic Beverage Commission
- Community and Culture
- Finance
- Labor Commission
- Natural Resources
- Tax Commission
- Transportation

Rural Desktop Support

Prior to the creation of DTS, rural desktop support was very inefficient. Costs and response times were high. Since desktop problems were previously addressed within agencies, technicians from one state agency would frequently travel long distances from one city to another even though another state agency had technicians in the city where the desktop problems were occurring. Since the creation of DTS, desktop support is no longer “siloe” within agencies and response times have improved tremendously and costs have been reduced.

The following agencies experienced significant productivity gains due to improvement in desktop support.

Agencies Achieving Productivity Gains due to Improved Desktop Support

- Administrative Services (DFCM Division, Fleet Division, Surplus Property)
- Agriculture and Food
- Natural Resources
- Public Safety (Drivers License Office, dispatch offices, Homeland Security – Emergency Response Center at Camp Williams)
- Tax Commission (Motor Vehicles)
- Transportation (Ports of Entry, maintenance stations and construction field offices, Utah County I-15 Project Office)
- Workforce Services

Disaster Recovery/Richfield Backup

DTS operates the Richfield Data Center which provides 24/7 continuity of operations for state, local, and education entities in case of disasters such as earthquakes. Utilization rate in Richfield Data Center has doubled from 30% to 60%. The following agencies began utilizing the Richfield Data Center's disaster recover and backup capabilities in FY2008

Agencies Utilizing Richfield Disaster Recovery/Backup Capabilities beginning in FY2008

- Agriculture and Food
- Alcoholic Beverage Control
- Office of Recovery Services
- Public Safety
- Workforce Services (Unemployment)

Server Consolidation

The following agencies were able to consolidate servers which reduces operating costs and future acquisition costs.

Agencies Consolidating Servers in FY2008

- Agriculture and Food
- Community and Culture
- Governor's Office for Economic Development
- Salt Lake Data Center: 42 servers eliminated (8% of total)

Newly Updated/Redesigned Websites

In addition to adding dozens of new online applications every year, DTS also frequently updates and redesigns existing websites as indicated below.

Agencies Updating/Redesigning Websites in FY2008

- Administrative Services
- Commerce
- Community and Culture
- Corrections
- Environmental Quality
- Governor's Office
- Human Services
- Labor Commission
- Natural Resources
- State Institutional Trust Lands Administration
- Tax Commission
- Transportation

Administrative Services (DAS)

DAS created the Utah Public Meeting Website which allows citizens of the State of Utah to search and view all public meetings throughout the state. In addition it allows interested parties the ability to subscribe to public meetings and be automatically notified by email when meetings of interest are scheduled.

Automated Geographic Reference Center (AGRC)

AGRC's accomplishments include the following:

- completed the Utah Geospatial Infrastructure Strategic Plan which identified strategic goals and current strengths, opportunities and weaknesses.
- Provided direct E911 technical assistance and street/address data to 18 Public Safety Answering Points (PSAPs).
- Installed 23 additional base stations for the Utah GPS Reference Network, completing most of northern and eastern Utah.
- On-call response to provide mapping & analysis support to CART (Child Abduction Response Team) activated under "Amber Alert"

Agriculture and Food (UDAF)

UDAF enhanced the online livestock brand lookup and the online license lookup (live data) with full information for authorized DAF employees and the licensee. Previously, the site was a summary list of licenses, and the list was updated every month or two.

Alcoholic Beverage Control (DABC)

DABC's accomplishments included the following:

Store expansions

DABC completed technology installations and support for two new stores, two expansions, and two replacements which increased statewide retail square footage by 14.6% over FY2007

Online License Renewals

Alcohol license renewal allows businesses to renew online and allows agencies to suspend certain businesses.

Upgrades to facilitate Credit/Debit card transactions and comply with PCI.

The Payment Card Industry (PCI) has specific requirements for the protections that must be in place in order to process Credit/Debit card transactions. The DABC is currently rated as a Level 2 merchant and processes over \$100m per year in credit/debit card transactions. This required a hardwire connection to the State WAN (previously wireless), the creation of a DMZ in the DABC Data Center and the Richfield Data Center, the installation of Firewalls in all DABC retail and corporate facilities, and the establishment of VPN Tunnels to protect credit card data in transit. This project took a great deal of time, effort, expense and expertise but resulted in a successful PCI audit.

Integration of the AS/RS Warehouse into the DABC Disaster Recovery Plan

The Automated Storage and Retrieval Warehouse (AS/RS) is the computer controlled overstock warehouse which stores up to 6,000 pallets of product and is serviced by computer controlled cranes. This project added a fail-over server to provide system redundancy, and procedures to incorporate the AS/RS into the DABC Disaster Recovery Plan.

Commerce

Commerce created an online, self-service registration process for users to automatically receive publications and notices via email from the different divisions of the agency. This reduces printing, postage, and employee costs in providing this information to users and consumers.

Commerce integrated West Jordan City into One-Stop Business Registration.

Community and Culture (DCC)

DCC completed or initiated several digitization projects

[UDIA Tribal Archives Collection](#) - This initiative will digitize many of Utah's Native American history books, oral histories, photo collections etc and make them available through a web based portal.

[Arts & Museums - Now Playing Utah.com](#) - This is a partnership web initiative with the Utah Arts Council, Salt Lake County Zoo, Arts & Parks and the Salt Lake Convention & Visitors Bureau to bring the arts in all their forms to the Citizens of Utah.

[State Library - Online Publications](#) - This is an online digital repository for managing collections of born-digital publications, harvesting technology to identify publications, harvest them and ingest them into the repository to meet the State Library's statutory responsibility for providing access to state publications.

[State History - Peoples of Utah Collection](#) - This initiative was to digitize 608 photographs and 153 35-mm negatives, a total of 761 images from "The Peoples of Utah collection and make them available for access and viewing on the web.

[OEA - Oral Histories](#) - This project has been a partnership with the Office of Ethnic Affairs and KUED to digitize the Oral Histories from the Ethnic Communities and prepare them for distribution through podcasting on the Office of Ethnic Affairs website.

Corrections (UDC)

UDC expanded and increased functionality of O-TRACK (Offender Tracking System) and M-TRACK (Offender Medical Tracking).

UDC managed the development and processing of the request for proposal for a new outsourced, hosted Sex Offender Registry System (SONAR) and managed the contract for the new Sex Offender Registry system, web site customization, and data transfer and implementation of the first phase of the registry into full production.

Environmental Quality (DEQ)

DEQ's accomplishments for FY2008 include the following:

The DAQ TEMPO database and application is in production. Multiple non-related databases have been consolidated into one enterprise level database. Permitting of industries regulated by the Division of Air Quality are now more efficiently handled and streamlined.

GSA application in Radiation Control is working and syncing. The Generator Site Access application allows inspectors to take tablet PC with them onsite and have instant access to their tracking database and enter new information as radioactive shipments enter the state.

Utah now has six EPA data exchanges in production. DEQ's IT organization was recognized by the EPA as making the most progress in FY08, of any state in the nation, for our work with converting data flows to utilize XML for transfer to the Central Data Exchange (Called the Node).

DEQ website now allows businesses to file a notice of intent for a storm water permit for industrial locations and to pay online. The notices are required every five years.

Financial Institutions (DFI)

DFI accomplishments include the following:

- Implemented Offsite Monitoring Reporting System, incorporating automated links to financial data and improves offsite monitoring and analysis of state chartered banks, industrial banks, and bank holding companies.
- Expanded access to various federal counterpart agency data systems, providing better industry analysis and examination data sharing.
- Developed and deployed new deferred deposit lender database providing improved industry reporting and automated processing of license certificates.

GOED/USTAR/OCHS/Energy

The new travel website, www.Utah.Travel, offers the ability to broaden reach and provide a level playing field for state fulfillment partners to maximize the opportunity and experience for visitors to Utah.

The CRM application and web site provide the capability for USTAR management to track opportunities and identify how research is moving into business to create new companies and jobs for Utahns.

Health (DOH)

DOH accomplishments for FY2008 include the following:

Implementation of two new modules for the LAB LIMS system

Newly developed modules for Microbiology and Toxicology were implemented as part of the Labware product. This effort will allow the lab to log all samples brought in to the laboratory and provide interfacing to bar code readers. It will also handle full batch processing, quality assurance, instrument interfacing, test result capturing, work flow and approval processing, and reporting for toxicology and microbiology.

Partnership to develop disease surveillance system

Health created a partnership between DTS, Novell and Collaborative Software Initiative to begin development of a custom National Electronic Disease Surveillance System (NEDSS) for the state of Utah. This project develops a system for receiving surveillance data, analyzing the data, and reporting the results to various groups and agencies. Infrastructure is being developed to host the open source development and eventual production system.

Data Center Consolidation at the Cannon Health Building (CHB)

A major server consolidation effort has reduced the number of servers at the CHB by one third with no loss of efficiency. This has resulted in substantial savings for the department.

Implementation of the Bureau of Emergency Medical Services Information System

This new system is web-based and allows for the Certification and Recertification of EM personnel.

EDI Translator Upgrade

This effort replaced the hardware and established the maintenance contract for a critical Medicaid system.

Implementation of a web front end for the UCCP application

A web front was required for the Utah Cancer Control Program with a Postgres Database backend. This substantially increased accessibility to the application.

Human Resource Management (DHRM)

DHRM implemented the Utah Job Match system, the Math and Science Teacher Incentive website and the employee gateway in FY2008:

The Utah Job Match system is used by employees and the general public to apply for jobs available at the State. It is a web based system which allows citizens who visit the site to review all open jobs and apply for them online.

The Math and Science Teacher Incentive website allows math and science teachers in public schools to apply for incentive awards.

The employee gateway is a web site that allows employees to access all personal information that is contained in the different systems such as HR, payroll, PEHP, and URS. It allows them to view health claims history, 401k information and a complete employee and benefits profile.

Human Services (DHS)

Completion of the USTEPS application and several major upgrades.

USTEPS consolidated several older systems and replaced several manual processes. It is now the single system used by the Division of Services for People with Disabilities to track all aspects of customer care, from the first time they contact DSPD, through the last day of services received.

Completion of the FITS applications

This application tracks contact, contract, and usage information on all of the locations in which DHS does business.

Completion of the UTARS system

This application tracks attempts by youth to purchase tobacco products and automatically generates required federal and state reports on these.

Web Presence:

DCFS Domestic Violence Provider reporting web site - JSP
DCFS Domestic Violence Sheltered Clients reporting web site - JSP
New web site for Bureau of Administrative Services
New DAAS Ombudsman web site
DCFS Quality Improvement Committee web site
JJS Avery Photo ID Visitor Sign in

Office of Recovery Services

Implementation of the ORS Imaging System

The Imaging System projects include Accounting Documents and Checks, the Child Support Case Load documents and all incoming Mail.

Implementation of Customer Directory

ORS successfully converted ORSIS to the new Customer Directory, which replaced the High-Level Client Index.

Completed the Conversion of ORSIS On-Line ADW Code (CASE Generated) to Native CICS Code

This conversion of over 250 programs will position the Development Team to web enable the ORSIS online system. This has also removed an outdated, proprietary product from the ORSIS system.

DCFS – SAFE

IV-E Module - Implemented the IV-E Court Wording Requirement.

This module allows eligibility workers to document whether IV-E wording requirements were contained in court orders and whether court orders assumed placement responsibility, removing the responsibility from the division, making the child ineligible.

Insurance

Utah became one of the first states to discontinue paper filing for insurance company rates and forms. Rate and form filings are now only received electronically via SERFF (System for Electronic Rate and Form Filing). Insurance agents' address changes are also now filed 100% online via NIPR (National Insurance Producers Registry).

Insurance created a kiosk to enable public access for SERFF. Kiosk users are typically companies that sell insurance information to end users, mainly businesses.

Insurance updated the Medigap insurance comparison application. Insurance companies enter, edit, and maintain rate information, and the public can access this information for comparison purposes.

Labor Commission

The Labor Commission implemented credit card processing which allows customers to pay for services online now instead of needing to mail checks.

The Labor Commission deployed the safety web application that allows safety inspectors to retrieve existing inspection information as well as record new inspection information and violations on boilers, pressure vessels, and elevators throughout the state from their vehicles.

Natural Resources (DNR)

DNR accomplished the following in FY2008

- Consolidation of 14 Water Rights servers down to 8, thereby reducing IT costs for the division.
- [Implementation of the Division of Oil, Gas and Mining \(OGM\) Board Files application.](#)
The OGM Board Files application is used by Oil, Gas and Mining Board members and the Attorney General's office to manage documents of Board meetings.
- [Implemented Oil and Gas data merge replication project.](#)
Field inspectors are using notebook computers in the field to complete their inspections. When they return to the office a replication program then transfers the data to the production database and updates their notebook with current data from other inspectors and technicians. This project significantly reduces inspector input time from having to fill out paper inspection reports and bring them back to the office to type them in.
- Implemented the ePermit system to allow the electronic submission of Applications for drilling permits.

Public Safety (DPS)

Public Safety has started migration to a Service Oriented Architecture for delivery of public safety information via an Enterprise Service Bus. The first services offered are electronic Traffic Accident Submission and Electronic Citation Delivery. Incident Reporting and Dispatch Record Sharing will follow in the next year.

Work on the Drivers License Re-Write has started. The new system will be replicated real-time and utilize the SOA environment provided for other Public Safety applications.

Drivers License testing was automated and is now done using kiosks located within Driver License facilities.

Tax Commission (USTC)

USTC accomplished the following in FY2008:

- Rollout 2 of GenTax which added sales and related taxes to the new GenTax system, joining individual income and fiduciary that were implemented in FY2007.
- Expansion of Third Party Transaction programs by increasing the number of locations where taxpayers can complete their motor vehicle registration and renewal transactions without coming to the DMV.
- Increased availability of document images in which additional tax types and some case files are now fully imaged when processed, making these images available for customer service staff as they work with taxpayers.
- Expanded use of GIS in property tax processes which helps the Property Tax Division increase their effectiveness by helping expand their use of GIS tools.

Transportation (UDOT)

UDOT's accomplishments include

- Improving right-of-way system, including notification when first/original summary, final summary, and all supplemental summaries are submitted, creation of state parcel report, and notification when temporary easements expire.
- Completing enhancements to the CMS module associated with the ePM application
- Improvements to data warehouse by providing COGNOS training to approximately 100 UDOT users, linking UDOT's data warehouse and Finance's data warehouse to provide budgeting information at the project level, integrating performance measurement reports with dashboard gauges accessible via Internet.
- Several improvements to the Traffic Operations Center such as ramp metering software and video capture system upgrades

Workforce Services (DWS)

DWS accomplished the following:

- Unemployment insurance tax system was improved by transferring from mainframe to internal servers, by creating a new website which increased employer participation from 32% to over 60%, and by implementing backup system in the Richfield Data Center
- Improvements to eREP, a project including Department of Health and Department of Human Services, include creating a virtual eligibility call center to increase the efficiency of the eligibility process, deploying the e-Query system which allows

clients to view eligibility status, completing coding for MMIS interfaces (Health) and bringing application process online

- The digital voice interface system was implemented in appeals, enabling all unemployment and fair hearings to be recorded electronically
- UWORKS (Utah's Workforce System) was upgraded to issue electronic payments for training and supplies using Mastercard instead of paper vouchers. Providers who do not have a Mastercard account can now complete online payments through the Interactive Voice Response system

Fiscal Year 2009 Initiatives

DTS has defined current goals for the department. These goals are meant to benefit the agency and help define metrics by which DTS can measure progress. The goals include:

- **Infrastructure Optimization**—Continue to expand network bandwidth available to customers to facilitate agency demand, increase operational efficiencies, and support the implementation of new technologies and applications.
- **Security**—Reduce network and systems' vulnerabilities while implementing a State-wide security framework, including encouraging employees to understand responsibilities.
- **Green IT**—Decrease energy utilization of servers and PCs by 20% while reducing the costs associated with State data centers.
- **eGovernment**—Continue to improve interoperability between currently siloed services and systems while increasing the effectiveness of Web-based interaction between government and citizens.
- **Enterprise Optimization**—Continue to improve enterprise opportunities to facilitate inter-agency sharing of information, enterprise purchasing through economies of scale, and operational efficiencies.

Infrastructure

Continuation of Bandwidth Expansion effort from FY 2008

DTS planners and network operations staff are working on and installing new QMOE or Ethernet WAN connections across the state to improve bandwidth locations by up to 4 to 5 times old T1 or DSL bandwidth connectivity. Currently 20 sites have been identified and already as of October 15, 2008, 10 sites have been connected.

Server Administration Tools

A major funded effort to acquire a common server administration tool is nearing RFP status. Requirements and needs are being assessed to reduce the cost of server administration, provide security assessment capability, improve inventory information, and the ability to provision and update the over 1700 servers in the DTS supported agencies. This effort will improve responsiveness allow DTS workers to have update-to-date information regarding the status and security of the servers they support.

New State Mainframe

DTS is now working on an RFP to purchase and deploy a two new mainframe systems for support of legacy agency applications. This effort will consolidate applications and provide a fully redundant mainframe in Richfield that can be maintained at minimal costs and allow applications to be moved to Richfield in case of an emergency. The cost saving

to the state with the improved technology and lower software costs is projected at 200k to 300k per year.

Security

Assessment Remediation

DTS is actively pursuing an enterprise wide effort to address all of the major vulnerabilities identified is the statewide assessment. Key to this effort was a review of agency specific findings with each agency's executive management team. Each review allowed the business to determine the direction and define the level of effort to apply to remediate risk to the agency's information. Critical risk issues identified by the assessment efforts communicated to the affected agency and addressed immediately. DTS is actively eliminating the remaining major vulnerabilities DTS Security is executing a new scan program to validate resolved issues and identify new vulnerabilities working to continuously find and resolve the State's information risk

Enterprise Encryption Standards

As the State continues to explore better ways to meet customer needs, especially in E-government, DTS must ensure that the State is security-compliant, not only to prevent data breaches and compromises, but to maintain the public trust. Between business risks, security breach headlines, and regulatory compliance, there appears to be a great deal of motivation to use encryption as a last line of defense against data leaks that result from laptop theft or loss. Recognizing the benefits of encryption, DTS selected and procured PGP licenses for all laptops within the State enterprise. PGP's enterprise class whole disk encryption solution offers the State a safe harbor from mandatory disclosure requirements.

Green IT

Governor Jon Huntsman, Jr. has declared clean energy a top priority in Utah, as a means to improve efficiency, reduce energy demand and enhance the environment while saving money and creating jobs. Green IT is about reducing energy and environmental impacts while also reducing IT costs. Green initiatives include:

Green IT Initiatives – Enterprise Level

- Coordinate the reuse and disposal of surplus computers in a way that minimizes the environmental impact
- Leverage virtualization technologies to reduce energy requirements.
- Replace servers and PCs with energy efficient equipment.
- Optimize the use of computer equipment through the use of shared systems.
- Perform a power optimization study of major data centers.
- Install monitoring and control systems in the data center
- Continue to implement blade centers and virtualization with power consumption as a factor in the decision process.
- Consolidation of IT staff throughout rural Utah to reduce support travel miles
- Continue to improve power distribution systems in both major data centers
- The State's alternate data center is shared with universities, school districts, and local government to significantly reduce cost as well as overall power and cooling requirements.
- Implement remote desktop management capabilities

Green IT Initiatives – Agency Level

- Increase the number of online services that reduce the requirement for citizens to drive to a government office.
- Replace servers and PCs with energy efficient equipment.
- E-government measures that significantly reduce the volume of paper / print
- Continue to increase use of electronic document management with workflow
- Replace copiers and printers with power-efficient, multi-functional devices.
- Default print to duplex
- Effective use of telework and other energy efficient work patterns

Administrative Services

DAS will deploy an application that allows end-users of state vehicles to enter information regarding accidents involving state vehicles directly into the Fleet Focus fleet management system.

DAS will build interface between the State of Utah Fuel Dispensing Information System and the University of Utah PeopleSoft Fuel Billing System.

To enable the general public to view all expenditures of the State of Utah, DAS will develop the Utah Public Finance web site.

DAS will develop automated solutions for the storage and disposition of the immense amount of electronic records. This project is beginning with providing standard processes to follow to properly determine the disposition of emails.

Agriculture and Food

- License modifications to meet legislated changes in beekeeper license fees.
- License modifications to meet agency rule changes in Weights and Measures servicemen.
- Online payment of annual registration fees for Food and Weights & Measure establishments.
- Online renewal of Livestock Brands (spans FY 2009 and FY2010).

Alcoholic Beverage Control

- Technology installations and support for DABC store expansions (one new, two expansions, two remodels) expanding state-wide retail square footage by 11.5%
- Online license renewal for liquor licensees allows online access by the various agencies (IRS, State Tax Commission, Workers Compensation Fund, and Employment Insurance) with whom licensees must be in good standing as a pre-requisite to license renewal. It then allows the licensees themselves to renew their Liquor License online.
- Point-of-sale hardware replacement to reduce hardware complexity and support remote administration.
- The addition of a gas-powered emergency generator will provide an added level of protection in addition to the existing battery-based UPS.

Commerce

Replacement System for Online Controlled Substance Database (CSDB)

This is a newly designed replacement system with real time and online update and query functionality to be designed and built by a third party contractor. It will be used by pharmacies, prescribing physicians, health officials, and law enforcement to identify and help curb the misuse and abuse of controlled prescription medications with a goal to lower deaths associated with the abuse of controlled substances.

New Independent Contractor Database

In response to legislative mandate, this new database will review and compare contractor and employee information provided by three participating state agencies to help identify abuse and misidentification of employees and contractors.

Trademark Registration Application

This new application will permit the online registration of new trademarks, accept digital uploads of the trademark image or design, and permit certain self-service administrative functions for both the trademark owner and state officials.

Commercial Registered Agent Application

This new application will permit the online registration and management for commercial registered agents for corporations around the world. Application will streamline the entire process and improve the timeliness and accuracy of this data used by corporations, registered agents and state officials.

Receipt of Initial Applications for Charitable Organizations Operating in Utah

This new application will permit the online filing of the initial application forms for charitable organizations who wish to operate in the state. This new process will reduce the

number of steps needed to review and approve the application, improve the timeliness and accuracy of this data, and permit an automated workflow used by state officials. Process also reduces file space and storage requirements of the current paper documents.

Community and Culture

Web Streaming/Podcasting - This will provide streaming and Podcasting capabilities to all divisions and digitization initiatives within the department

Constituent Relationship Management System (CRM) - This system integration will provide the department with a consistent tool and methodology for interacting with and tracking relationships with the various constituents across the department.

History ArcGIS Server web application - This system upgrade will review the current ArcGIS system, modify as necessary to standardize the system and identify and implement upgrades as necessary.

Oral Histories - This is an ongoing digitization initiative that will continue to develop and distribute oral histories from the numerous collections and communities.

Webgrants implementations for Arts Council, History & Library - This system will implement the Webgrants grants management system currently used by HCD at the Utah Arts Council, State History and State Library to develop a consistent method of managing grants across the department.

DCC Payment Portal - This system will implement a department-wide payment processing portal for each of the divisions to utilize for electronic payments for their events, collections and membership fees.

Website redesigns: State Library, OEA, UDIA

Division of Housing and Community Development: Online donations application - This system will provide the public a streamlined, web-based system for online donations/contributions to the Pamela Atkinson Homeless Trust Fund.

Corrections

- Continue to increase functionality of O-TRACK (Offender Tracking System) and M-TRACK (Offender Medical Tracking)
- Design and create the core of the BI Data Warehouse and pursue the development of several sectors of the warehouse to include information reporting support for DIO, AP&P, UCI and Medical.
- Create and deliver specified BI reports from the Datawarehouse and begin training and enabling designated UDC users to create their own reports.

- Complete the full implementation of the second phase of the Sex Offender Registry, System including the Offender Watch Active Notification module.
 - Manage the contract amendment for application customization to include 15 additional units of work.
 - Establish a bridge for passing data from the UDC O-TRACK system to the Registry.
 - Establish a local instance of the Sex Offender Registry with data feeds from the new hosted system.
 - Respond to new legislative requirements for modifications to the application.

Environmental Quality

- Create an application and database to automate and track the Stack Testing.
- Create an application to track the Temporary Relocation Migrations.

Financial Institutions

- Complete Laptop Encryption Security Enhancement - Complete conversion of Windows file folder encryption to whole disk encryption on all agency examiner laptops. Whole disk encryption mythology provides improved security to confidential data stored on examiner's field laptops.
- Replace Examiner Field Equipment - Replace aging IT equipment resources utilized by field examiners. IT resources consist of laptops, printers, and other various peripherals.
- Replace Agency Desktop Computers - Replace aging desktop computers utilized by Agency office staff.

GOED/USTAR/OCHS/Energy

The Office for Consumer Health Services (OCHS) is on the cutting edge of health care reform. Currently, OCHS is looking at providers of portal technologies that enable citizens access to insurance providers, and provide information to enhance choice based on provider and carrier quality and cost performance. Providing this capability will enhance Utah citizen access and choice, and increase industry accountability.

GOED is working on a portal that will enable access to various state agency databases. Business analytics provide the ability to improve effectiveness in decision making by improving information available for decisions. It enables business to look at data across the enterprise as appropriate. For example, providing citizens information on provider care will enhance individuals' ability to choose the right insurance plan with the right providers. In energy, looking at information from Federal and local sources will enable better policy decisions. In Economic Development, looking at national and local information will help identify targeted industries and focus scarce resources on high quality and potential opportunities. Our agencies can apply analytics to program data to determine the best use of resources to achieve mission objectives. Providing transparency in government requires that we provide an enterprise method for gaining access to appropriate information and enabling visibility.

Health

Health is developing several new systems in FY2009 that will increase access to and sharing of information.

Indicator Based Information System for Public Health (IBIS-PH), a public health information system, will serve as a primary point of access to all Utah health data and health status information. Users include DOH employees, local health districts, community planners, private and public health practitioners, and others. It is accessed by over 3,000 unique users each month.

A new system for the Bureau of Child Care Licensing database and inspection will enhance the current database and inspection system, allowing for more effective internal management and administration.

Prehospital On-line Active Reporting Information System (POLARIS) will collect EMS patient care reports as required by R426-7.

Environmental Public Health Tracking Program will bring together data concerning environmental health hazards, environmental exposures and environmental health outcomes in a warehouse configuration to allow state and local health and environmental protection agencies rapid and consistent access to data necessary to better assess and improve public health.

Development of interactive application for hospitals (web-based birth registration) will help promote the use of electronic records exchange between DOH and its partners.

Baby and Toddler Online Tracking System (BTOTS) focuses on early intervention activities and events. It keeps records for child contacts, referrals, child eligibility, multi-domain assessments, Individual Family Service Plans (IFSPs), service amendments, reviews, and child visits. It can help service providers be more effective by automatically notifying them of compliance issues, guiding them through standard procedures, and providing extensive reporting options.

Utah is a member of the Mountain Plains States Consortium that is in the process of developing a new web-based Women, Infants, and Children Nutrition Program (WIC) system that will replace the existing WICNU system.

Health insurance claims data will be entered into the All Payer Database. This data will represent claims for medical, pharmacy, and laboratory services and will assist in the analysis of a variety of health care data in Utah.

New HIPAA transaction standards will be implemented in 2009, necessitating a rewrite of the existing MMIS application.

Medicaid Upgrade to new Pharmacy Standards will be implemented in 2009, necessitating a rewrite of the existing Pharmacy application

The Vital Records applications are in the process of being rewritten in a newer technology. The new system, scheduled for a January 2009 implementation, will include additional features, greater security, and easier accessibility.

Human Resource Management

Utah Performance Management is a web site that will allow employees and managers to enter and manage performance in a more automated way. It will allow goals to be planned from the individual employee and coincide with the division and up through the agency goals. It will help bring a line of sight in effort from the employee in the field to the management in the administrative office.

Human Resource Enterprise System is a major upgrade to the Human Resource Management System. It will replace our client server system with a fully functional online web based system. It will integrate with the states recruitment system and will have a daily feed to the state payroll system. The information in this system will be available to the employee in the employee gateway.

Human Services

Office of Recovery Services

- Create on-line application to enable customers to apply for Child Support Services on-line.
- Complete and implement the eREP/ORSIS interfaces into production.
- Analyze web enabling and modernization upgrades of the ORSIS system.
- Replace the existing ORS IVR system with an upgraded IVR system.
- Replace, if funded, the ORSIS Document Generation System.
- Implement web system to allow non-custodial parents and employers to pay by EFT, rather than notice to withhold.

Insurance

- Fully enabled Continuing Education requirements for license renewal after converting continuing education data to align with current curriculum requirements.
- Implemented interface between Sircon For States and SERFF (Rate and Form Filing) to allow department employees to more easily access rate and form filing data
- SIRC Shareware facilitates integration between the NAIC (National Association of Insurance Commissioners) databases and the Sircon for States database and system.
- All Laptops fully encrypted

Labor Commission

Development of case tracking system for the new Office of Coal Mine Safety will enable tracking of miner certification and will aid the Office of Coal Mine Safety in tracking violations in mine safety

Development of case tracking system with internet components for the Utah division of OSHA will allow OSHA inspectors to access injury and location information from their vehicles and receive detailed information on safety violations in the work place.

Natural Resources

- Floodgate control – Modifications to implement load balancing and overload control on Wildlife Resources licensing applications, greatly improving performance and reducing response issues during big license selling days.
- Drug Tracking database – Develop a database for DWR to track the purchase and use of drugs used on animals.
- Revamp the issuance of permanent fishing license cards - DWR needs a more effective method to issue these permanent cards to people who have lifetime licenses, permanent disabilities, or are terminally ill.
- Species collection – Develop web based application for customers who have collection Certificate of Registrations (CORs) to enter data on species collected. CORs allows individuals or groups to collect wildlife for non-hunting purposes, such as for education uses.
- Make Division of Oil, Gas and Mining files available on the web. This website upgrade would give the public access to the Coal, Minerals and other data on the web. Currently the public has to go to the Public Information Center to get this data.
- Further expand Oil, Gas and Mining's ePermit system to allow for electronic submission of reports from businesses.

Tax Commission

- Rollout 3 of GenTax: Adding Corporate, Partnership, Withholding, IFTA, IRP and Special Fuel User tax types to GenTax. This includes the first implementation of the web-facing components of GenTax that allow for return filing and other functions (just for IFTA and IRP at this point).
- Expand Third Party Transaction programs: Adding the ability for financial institutions and other lien holders to conduct their work electronically with the DMV.
- Increase Availability of Document Images: Add more tax types to the list of documents scanned so images will be available to help better serve taxpayers.
- Certified Tax Rates: Starting work on a new system to streamline the tax rate certification process, although this will not be implemented until FY2010.

Transportation

ProjectWise Implementation - This system enables more efficient collaboration between UDOT engineers and consultant contractors on roadway design projects and provides department-wide document management. This system will improve the replication and distribution of engineering design changes to all those affected by the changes to improve turn-around and accuracy. This system will also provide more effective storage and retrieval of department documents.

Safety Mgt System - Enhancements - (1) Improve statistical analysis of the UDOT roadway system comparing crashes, road conditions, and expected values (2) Improved accuracy by eliminating manual auditing tasks and manual data entry. (3) Improved Security of crash data (4) Reduce final project closeout time. (5) More accurate data for FHWA, NHTSA and UDOT reporting. (6) Improve the overall delivery to Safetynet and improve statistics for the Motor Carrier group.

Materials Laboratory Module - Build on the converted modules completed in FY08, completing the final creation of the Materials Database System (MDS) by deploying the following additional modules: Chemical Cement, Chemical fly ash, Chemical paint, Reinforcement steel, Equipment, UTBC, Aggregate lab, T66, HMA-R-138. This system improves the recording and processing of roadway construction material inspections.

GIS Strategic Plan - The objectives of this project are to create a UDOT-wide GIS database (Geodatabase), develop GIS database standards and security, and make the data readily available across the department via a web-based GIS portal.

Asset Management Enhancements - Asset Management Training and Systems Enhancements: 1) dTIMS CT Enterprise version 8 software training; 2) Asset Management

System training; 3) dTIMS Model and Asset Management System Refinements that include cross asset optimization examining pavements, structures & safety

[MCS POE Data Conversion & Enhancements](#) - Enhancement/Maintenance of Oracle-based Motor Carrier System with all the existing functionality of the current POE system but with many new enhancements made upon the changes in business focus and to take advantage of technological advances.

Workforce Services

The new public assistance eligibility system (eREP) will be rolled out statewide in 2009.

DWS will implement the IVR eQuery system to allow eligibility clients to access the status of their application / case information via the telephone

There will be a new unemployment insurance tax collections case management system incorporated into production

A new payment portal system will be implemented for processing eligibility overpayments and Medicaid program spenddowns

Emerging Issues

Cyber Security

The state will continue to need to pay attention to the threats related to securing its information resources. In 2008, much was done to ensure that the state was in compliance with Payment Card Industry (PCI) standards required to receive electronic payments. Eliminating network and systems vulnerabilities is critical in order to ensure trust is maintained by citizens and businesses in that state's ability to protect private data.

Digital Identification

Although the state has developed a central digital identification infrastructure, only a relatively small proportion of information systems and online services are using it. This fractionalization of digital identities makes it more difficult for users to manage their access to the multitude of systems that exist across the state.

Cross Agency Integration – reducing siloed information

Some of Utah's most effective online services reveal the benefits and the need for developing a greater degree of integration between agencies in the delivery of services. Providing a single point of access for citizens requires a higher level of cross-agency interoperability – integrating the people, processes and technology that support service delivery. It's all about removing barriers. It signals the end to information silos and the starting point for effective, responsive service, as well as more cost-effective service delivery.

Service Oriented Architecture

Since many common functions exist across government, SOA can help improve performance and reduce cost. The Department of Public Safety implemented an Enterprise Service Bus (ESB) in 2008 that will allow common services to be used by law enforcement agencies across the state. In 2009, the state should determine how to leverage this experience to provide additional common services, such as GIS web services, to state agencies and local government. Many federal agencies have also adopted service oriented architectures that allow for better integration with state and local government systems.

Infrastructure

DTS will continue to expand network bandwidth available to customers to facilitate agency demand, increase operational efficiencies, and support the implementation of new technologies and applications. An important challenge will be able to provide bandwidth to meet these increased demands at a cost that is competitive and supportable.

New Issues in Online Government

In January 2008, the number of unique visitors to Utah.gov exceeded one million. Citizens increasingly use the Internet as the primary channel of interaction with state of Utah government. The same is true with business. Business users do everything from searching for a business name to registering their business with the State online. Even though over 830 interactive state services are available through Utah.gov, many more services are still

transacted manually. As evidence of this, approximately 18,000 static forms are available from Utah government. Users must print these forms out, mail them in, and wait for government to initiate some kind of process. The amount of content available through the Utah.gov domain is growing at a rapid pace. In the 18 months from October 2006 to March 2008, the number of searchable content pages available in the domain grew from just over 1 million to 2.6 million. Since then, that number has reached about 3 million pages of content. The state must continue to find ways to provide better access to this growing array of content and services.

Web 2.0

During the past three years, there has been a barrage of new services and tools available on the Internet. Many of these fall under the category of “social media” by providing new and enhanced ways of connecting people who have similar issues and needs. Web 2.0 provides opportunities for people to have better access to government and to make government more participative and efficient in dealing with citizens.

Enterprise Business Intelligence

Business Intelligence (BI) can have a direct positive impact on state agencies’ performance, dramatically improving their ability to accomplish the agency mission by making smarter decisions at every level of the business from strategy to operational processes. BI is particularly strategic when directed toward agency managers and knowledge workers who make up the pool of thinkers and decision makers that are tasked with running, growing and transforming government. Tools that help these users make faster, better and more-informed decisions are particularly valuable in more complex government environments.

Radio Systems: Narrowbanding and Interoperability

Effective January 1, 2013 it will be illegal for any of our state agencies to transmit with ‘wide-band’ (25 KHz) radios. An FCC mandate to radio manufacturers prohibited the manufacture of radios that were not capable of narrowband operation after 1997. At present, executive branch agencies still have more than a thousand radios incapable of narrowband operation. In other words, more than a thousand currently used radios are at least eleven years old.

DTS, working with all state agencies that utilize two-way public safety radios, put together a block funding request to meet the FCC mandate. The total cost is \$4.1M. Though the deadline is not for a few more years, county and city governments throughout Utah are ready to implement narrowband operation today. They have been patiently waiting for the state to catch up to them in order to move forward with the transition. If local government infrastructure migrates to narrowband operation without us, the ability to have effective communication between our first responders could be compromised.

eDiscovery and Electronic Records Management

Changes in civil litigation law have heightened the need to be able to produce electronic materials. Amendments to the Federal Rules of Civil Procedure, which went into effect a year ago, specify the types of electronically stored information that an organization could

be asked to produce in a lawsuit's discovery phase. According to the National Association of State CIO's (NASCIO), the amendments "provide one more reason for states to better manage the information and knowledge assets that are held across the enterprise."

eDiscovery is one of several business drivers emphasizing the need for a more comprehensive approach towards electronic records management.

Business Continuity

As systems continue to expand and perform a heavier role in running the business of state agencies, the need to ensure adequate backup and redundancy grows as well. Many critical state systems still exist without adequate business continuity plan.

Financials

DTS provides IT services to state and other governmental institutions and collects revenues by charging rates for service as pursuant to internal service fund (ISF) statute. DTS did not raise rates in FY2007 or FY2008 although there was a significant increase in expenses ranging from maintenance on infrastructure to employee compensation to statewide overhead expense increases. In fact, DTS lowered rates by \$2.5 million in FY2007 by aligning rates more closely with the true cost of providing the service.

The efficiencies provided by DTS to cover the increase in expenses for all but the employee compensation package were driven mainly from a reduction in employees through attrition. Throughout FY2008, total FTE count decreased from 874.87 to 861.21, a 1.6% reduction. Since the creation of DTS in April, 2006 FTE count has decreased 5.8% from 914.38 to 861.21. DTS expects this trend to continue into FY2009.

The following chart shows changes in ISF expenditures from FY2007 (actual) to FY2010 (proposed). The “pass-through” expenditures where DTS procures IT equipment and services on behalf of state agencies are excluded from the chart.



DTS Internal Service Fund Expenditures Excluding Passthrough

FY2007 Actual	FY2008 Actual	FY2009 Budgeted	FY2010 Proposed	Annualized
\$123,437,076	\$128,852,306	\$134,264,405	\$132,558,905	2.4%

ISF expenditures for FY2008 increased \$5.4 million over FY2007, a 4.4% increase. More than 90% of this increase -- \$4.9 million – was attributable to the employee compensation package increase authorized by the Legislature. The remaining 10% or \$500,000 was attributable to residual DTS startup costs from FY2007. These remaining start up costs were covered by DTS-provided efficiencies in FY2009.

Awards: A Track Record of Success

The state of Utah, in partnership with Utah.Gov, has received the following national awards and recognition for its electronic government services:

- Utah ranked first in the 2008 [Digital States Survey](#) by the Center for Digital Government. Utah finished 8th in 2004 and 4th in 2006. The Digital State Survey is the most widely recognized survey evaluating states' use of technology. More information is available at govtech.com/gt/articles/412171.
- Utah was one of five states to receive an "A" in from the Pew Center on the States' 2008 Government Performance Project. technology
- Utah.gov received the 2008 [Government Standard of Excellence](#) award for outstanding achievement in website development by the Web Marketing Association
- Utah received the 2008 International Association of Commercial Administrators (IACA) Merit Award for the [Annual Business Renewal](#) and [Business Registration Information Change](#) online applications
- Utah.gov was recognized with the 2008 [Best of State Award](#) as the Best Community Resource.
- Utah's State Construction Registry was awarded the 2008 [Best Overall Marketing Program as well as the Best State and Local Marketing Program](#) by the GovMark Council
- Utah's Educator's License Renewal System won a 2008 [Digital Education Achievement Award](#) from the Center for Digital Government.
- Utah ranked as the best state government Web site in the 2007 [Best of the Web Award](#), sponsored by the Center for Digital Government
- Utah's [State Construction Registry](#) won a 2007 Digital Government Achievement Award in the Government-to-Citizen category, sponsored by the Center for Digital Government

- Utah won a 2007 Digital Government Achievement Award in the Government-to-Business category for its [Validate](#) program, sponsored by the Center for Digital Government
- Utah.gov received a gold medal in [Best of State](#) for the 2007 Best Web-based Community Resource
- Utah's unique "[On the Spot Renewal](#)" program won the [2007 Best Overall Marketing Program as well as Best State and Local Marketing Program](#) awarded by the GovMark Council.
- Utah won the 2007 Agency International [Award for Customer Service Excellence](#) from the American Association of Motor Vehicle Administrators for their "[On the Spot Renewal](#)" program.
- Utah's State Construction Registry was a finalist in the [2007 Council of State Governments Innovations Award](#)
- Utah State Parks' Web site was awarded a [2007 DesignFirms Best of the Internet](#)

